
COMMENTS ON DPW SERVICES

- City Government can do better than it's doing. For example, when the snowplows are removing the snow from City streets, it would be good if the snow was not left blocking the driveways, so that residents could move their cars without having to shovel snow blocking their driveways before going to work. Also, bus service is poor during the winter months.
- Public lighting improvements are needed in the Warrendale Community. The side streets that line Paul Street have little or no lighting. Also, we have had many water main breaks along the 600 block of Dayton Road in the past year. After the last break, the City left barricades and tape up for more than two months at the corner of Dayton and Auburn. My compliments to the Warrendale Patrol that we often see patrolling up and down the neighborhood roads. I also want to say a big thank you for the terrific job that the City's trash collection service is doing. Bulk garbage days rarely find any of us cleaning up left over debris. You have a great collection crew in the Warrendale Community.
- We live near Paul Street and Mercury Drive. I've been trying for about two years to have Paul Street repaired. I and others have lost hubcaps and had flat tires. What other actions should be taken to get Paul Street repaired? Please help, thanks.
- Although there are two schools in my neighborhood, near Pembroke and Seven Mile, snow is only removed from the main streets and not the area's residential streets.
- Although taxes are high, our neighborhood streets were never cleared of snow last winter, and now they're in such bad shape we can barely drive down them. Where are our tax dollars going?
- High auto insurance rates alone should tell you why no one wants to live here. Although my taxes are high, snowfall has to be six inches or more for removal to take place, and then the snowplows only provide a single lane. Give me a break, I can't wait to move. Signed, a very disappointed resident.
- It is very discouraging to keep up my property when City services continue to decline. All City streets should get plowed after snowfalls, just like in Cleveland. Also, based on my personal contacts, the City has (except for police and fire) rude employees and the phones take too long to get answered. Don't ask me to volunteer when City workers are so lax.
- I feel the City should do a better job of plowing our main and local streets after a snowfall. Every other city has their streets plowed. Why can't the City of Detroit do likewise? Thank you, a City of Detroit resident.
- Being a Detroiter most of my life, I recently moved to the Seven Mile and Greenfield area. The streets were snow covered one day when I was driving on Cambridge and Vassar streets. Not being familiar with the area, I didn't realize that some streets didn't go through. They weren't closed off and no signs were there to let me know not to continue my travel. I ran deep into holes and rocks. I thank God I was driving a S.U.V. There are abandoned vehicles and bulk garbage on the route my children travel to school everyday. Something needs to be done to remove these abandoned vehicles and garbage.

- The streets are terrible.
- Our streets in this neighborhood are in poor condition. They need repairs and repavement. Some are patched and some are not. I ask as a taxpayer and citizen, why does this happen and what will be done about this problem? Will this problem be addressed now or in the near future?
- I've lived in the northwest section of Detroit for 33 years. Curtis Street has been a forest of holes and bumps for all those years. It is not safe to ride on Curtis. I wouldn't walk the streets of Detroit with someone, never mind alone. The only place I drive is to the store and church. Actually, you are not safe in your house anymore. More attention should be given to the neighborhoods and getting stores back downtown. We don't need anymore entertainment. Too much attention has been given to visitors' needs. Signed, a concerned native Detroiter.
- The police at the local precinct treat everyone as if you are bothering them when you go to them for service. Also, services are poorly performed when it comes to cleaning up lots and making street repairs. Drug dealers are allowed to stand in the middle of the street and sell drugs. Police say they can't catch them all.
- The roads are in terrible shape. There are stray dogs defecating regularly on my lawn as well as running in packs. Trash often sits on the curb for weeks waiting for the third Thursday pickup. I can't wait to see the results of this survey that tell me how City Government and its services are rated.
- It would be nice if the City of Detroit would clean all streets and not just some of the neighborhood streets this coming winter, during the heavy snow days.
- We have too many loose dogs running around on the streets, old cars that have been stripped on the streets, and broken sidewalks and potholes are everywhere.
- As a new resident and a City employee, I am disgusted. Taxes are ill-spent and the bureaucracy makes it impossible for City departments to get even the most basic tools. The parks and streets are in total disrepair, and if it weren't for dedicated crews like mine, the City would have even more lawsuits on its hands. I will be leaving Detroit as soon as I can find a new job.
- There are many vacant and abandoned houses in my neighborhood that need to be torn down. Drug use is all up and down the street day and night. The police respond very well but nothing seems to be helping. October is approaching, and I am now afraid that they will start burning down these homes again. Someone please respond.
- The neighborhood would look much cleaner if the people would refrain from putting their bulk garbage out a month ahead of their scheduled time. In my neighborhood, bulk garbage pickup is on the fourth Tuesday of the month. If you drive through the neighborhood on the following Wednesday, it looks like a junkyard. No wonder visitors say Detroit is dirty.
- When rubbish is spilled while dumping the container into the truck, the truck driver doesn't get out and pick it up. So, the wind blows the spilled rubbish all over the neighborhood. I know, I pick it up too often.

- The City of Detroit needs to be cleaned-up. Get rid of the low-lifes and tear down old buildings, such as the train station. Why the train station is still standing is beyond me. This City was beautiful at one time, but now it is the most decaying City in the U.S. and it is a damn shame. You people will never do anything about it and that is very sad.
- I think there is high auto theft due to poor street lighting, which is due in part to the lack of trimming of trees that reduces the effectiveness of some streetlights. Also, there are too many house break-ins and side-streets are never cleaned in the winter.
- I never see a police car on my street. People put their trash out during the first week of the month, and it doesn't get picked up until the third week of the month. The restrooms in Rouge Park are vandalized and then are left to sit without repair for years. Other problems include a destroyed ice skating rink, pot holes in the streets, cars on Pierson Street use it as a race track, and drivers ignoring stop signs. If I had more space, I would continue.
- There are too many buses (mostly empty with no more than six people on them) on Evergreen. I wrote a letter in the past and got no answer. Smaller buses would be more beneficial. Please review and do something. Also, the day after regular trash pickup, our area looks trashy. Tickets should be given. I've attached my name and address if you wish to respond to my concerns.
- Trees have not been trimmed for at least 25 years and many are diseased. The streets are never cleaned when needed most, at leaf-falling time.
- The City should undertake an aggressive program, beginning in school, to keep trash off the streets and restore Detroit's appearance to its former beauty. Also, eliminate advertising signs on telephone poles and City property. The one-day cleanup in the spring doesn't last a year. Also, eliminate "do nothing" office workers, who are the problem and not the solution, with their "can't do" attitude instead of a "let's work it out approach".
- In the 1970's, the sanitation workers would pickup garbage by hand. They would sweep where it was needed. Today, the sanitation workers will make a mess and leave it for the homeowner to clean up. Parks need to be just like those in Southfield. We need workers that take pride in making Detroit better. We need to look at the big picture, when it comes to the City of Detroit. Give more fines to store owners who don't clean around their store or place of business and fines for lack of snow removal on sidewalks. The Recreation Department needs more funds to cut trees and remove diseased trees. Workers at neighborhood parks need to take more pride in the services they provide. It's how you perform and not just doing any old thing to say the job is done.
- Kids are being killed by drug dealers at night with shootings at any hour, sometimes one, two, or three o'clock in the morning. Also, there is no snow removal in wintertime and the lighting on east Outer Drive is so bad that half the time the lights are out.
- Bulk pickups should be twice a month. There needs to be better lighting in the neighborhoods. City-owned lots should be cut every two weeks. Detroit needs massive public transportation. Storeowners should be ticketed for litter around their property as this makes neighborhoods unattractive.
- I've lived on the same street for 22 years and the City has never come out to pick up trash from a lot across from my house.

- People have outside music or car music on too loud and too late (after 11 p.m.), and loud parties. Police don't care. We come home before dark and set the alarms on both cars and stay inside our house. We would move in a heartbeat if we could. The stores along Joy Road are awful and should come down. We have a vacant house next door that has been reported to the City, but nothing has been done.
- I live on a dead-end street, and in the winter the street never gets plowed as promised.
- I feel we need to stop worrying about downtown Detroit and concentrate on cleaning up the garbage in the alleys of southwest Detroit and ticket those who put bulk trash in front of their houses for months at a time. For example, near Navy and Central streets, the rats are terrible. Also, clean up prostitution between Junction and Trenton Streets on Michigan Avenue.
- City programs – do they exist? I haven't heard of any in my area. Streets are filthy with glass, garbage, and litter. I wouldn't mind volunteering, but why do I pay taxes? Bulk pickups: they are very haphazard, leaving garbage in the street and picking up only what workers feel like. Traffic lights: I never saw burned out traffic lights until I moved to Detroit. My block club is preparing a letter to complain about the Sixth precinct (Plymouth). So many drug deals going on in the open, but the Sixth precinct police do nothing.
- 1. Garbage collectors leave a lot of debris behind and tear-up the lawns removing garbage. 2. Lights are only on some of the time. Streets should always be lit. 3. Recreation activities are not communicated well. Disrepair of facilities is a strong reason for not going to the facilities. Rough children at the facilities are also a deterrent. 4. The City needs to provide family related activities and not just a place for wayward teens and preteens to hang out.
- There is a house across the street that was burned out over five years ago and was never torn down. I pay taxes every year and get nothing for my money. There are drug dealers and streetwalkers all up and down Fort Street. This City is poorly managed.
- The City is very slow in picking up and removing abandoned cars. Also, Sander Street has been torn up for several months now. Please check into this, as many holes and potholes are very bad on cars. Please have them finish what they started.
- Detroit needs cleanup services after an accident on the street. They have it in Livonia. I would also appreciate snow removal on my street.
- In my opinion, everything is in much need of improvement, especially in the outskirts of the downtown area. The bulk pickup needs much improvement. The people who cut the lots should slow down and give the mowers a chance to cut, and not just knock the grass and weeds down. I didn't volunteer, but I do help maintain a lot on Steel Street and the street around me.
- Misdemeanor tickets should be given to people (residents) with excess garbage and trash around their houses, and also to residents who put their trash out two days before trash trucks pick it up.

- There are too many stray dogs between Schaefer and Outer Drive. I would hate to shoot someone's dog. The dog pound should pick them all up. The City should also trim most of the trees around telephone lines and power lines. Every side street ought to be plowed at least once a week to prevent the large build up of snow and ice in the wintertime.
- Our neighborhood is very dirty with garbage cans in front of homes or in the street. Vacant lots also have piles of garbage. I have begged for more than thirteen years to get the sidewalk in front of my home replaced. The City's tree pushed it up. The tree is not trimmed and it touches my house. It is all very frightening for a handicapped senior citizen. Also, unsanitary conditions in our neighborhood are bad for my health. I have to stay in and keep all windows and doors closed. The 311 phone number is worthless, nothing ever comes from any reports called in to that service. It is a stalling tactic to make us feel something is being done. The people that answer the phones are rude. Most fire hydrants are not working, therefore there is no water to fight a fire.
- Monthly bulk pickup service is good, but too many put their bulk trash out the next day after pickup. The City needs to clean the alley.
- I feel that the increasing gang activity in this area needs to be addressed. Also, the problems of abandoned cars and trash cans in the street for more than 24 hours and bulk trash out weeks in advance need to be addressed. I also feel that the City should have a curfew 365 days a year and not just at Halloween time. Parents need to be held accountable for the actions and whereabouts of their children, especially after dark.
- The City's problems include alleys in some areas that need cleaning, police needing to patrol middle schools at the beginning and end of each school day, vacant buildings needing repair or demolition, and drug activity in neighborhoods.
- Prostitutes run freely on the streets. In our area, they are bad, bad, bad, on Seven Mile, between Woodward and John R. Detroit has to be the dirtiest city in the State of Michigan and possibly in the entire U.S. In our area, some dumpsters are permanently left on the street. Many residences put their junk at the curb weeks before the monthly residential bulk pickup. Also, there are still too many crack houses around.
- Alleys need definite upkeep and tickets need to be issued to those who don't comply.
- There are no parks in my neighborhood. Well, I suspect there may be one but it's hard to tell with all the over growth. I have repeatedly called the police to report disturbances. They only showed up the two times that someone was actually physically assaulted. The absence of recycling in a city this size is an abomination. I take my items for recycling to Ann Arbor. If neighborhoods were properly policed, there would be no worries of garbage pickers scattering garbage and rubbish.
- There is a property on Piedmont Street that we have complained about for five years to every City department, with no response. The backyard is a junk bin with all kinds of junk.
- The biggest problem in the City is the abandoned houses that need demolition. We need the police to enforce the laws pertaining to the maintenance of property. Police need to ticket abandoned cars and people that put out large amounts of garbage too soon. Landlords need to be accountable for proper maintenance of their rental properties. People need to have pride in their City.

- People can do a lot to maintain neighborhoods. The pride of the people is necessary to supplement basic City services. The high crime, abandoned buildings, rubble strewn lots, and the lack of lighting seem to stifle pride in too many instances. Provide basic services and catalytic pride will follow.
- The garbage collector has damaged my garbage can. The top of it is half torn off. I would appreciate it, if you would replace it for me.
- I probably see more of Detroit than most people do because I make home visits in all areas of Detroit. Many areas have poor quality housing stock and it's difficult finding streets when street signs are missing. I think lighting has improved greatly in the past few years and I have no complaints about regular garbage pickup. However, bulk pickup is not very consistent, with actual pickup occurring a day early and as much as a week late.
- Reports made to the Forestry Division of damaged sidewalks by City owned trees have been ignored. At least 25 people have fallen. One senior citizen fell and broke her teeth. It has been over a year (July 28, 2000), since these conditions were reported, and still no response. Please look into this.
- I am looking and praying to leave the City of Detroit. I would enjoy coming home to quietness and clean surroundings, driving down a street that doesn't have large potholes, and a city which repairs traffic lights within hours, not days. This City leaves a lot to be desired. I want to live in Grosse Pointe or Harper Woods, where the neighborhoods are quiet, the streets are paved, and the environment is clean. Detroit has too many excuses.
- Start ticketing people that put their trash out by the curb the day after it has been picked up, and then sits for a month until the next bulk pickup day.
- The vacant house demolition program needs to be stepped up and completed. There is a vacant house at 19344 Hull, which is an eyesore. It is an open building and former drug house that has been vacant for a number of years. It has been on the demolition list twice and yet is still standing. The vacant house problem should have been corrected a long time ago. Perhaps, the monthly residential bulk pickup should be returned to the alleys if pickup is not done weekly, or increase ticketing with additional judges. Public lighting is only adequate. The new fixtures do not provide the amount of light that the old fixtures did. Perhaps more care should be taken when purchasing lighting fixtures.
- Clean up southwest Detroit like Lincoln Park and other suburbs. Pave our unpaved streets and put in curbs, plant trees, and open flood pumps when it rains so we won't be flooded out again. Sweep our streets regularly, keep our streetlights burning, check the crack houses, and clean up the dope problem in our City. Very truly yours, a World War II honorably discharged veteran.
- The streets need repair. When you call the City, you get voice mail. No one ever returns your call. When someone came out all they did was patch, and now there is more water buildup in front of my house then there was prior to the repair. Some streets are so bad you can't travel on them. Some streets in this area have had major repairs. However, it has been over thirty years since some streets had any major repairs.
- Neighborhood conditions are disgraceful. The roads are unkempt and dirty, empty lots are unkempt, and there is too much dumping of garbage, old cars, and tires. Road restrictions on Oakwood are not enforced. It looks as if the City does not care. Police presence is nonexistent. I live in an area off Oakwood, near Schaefer and Fort Streets.

- Please consider obtaining advice about 'how to' remove snow from city streets.
- The monthly trash pickup people do not pick up all the trash from the streets. Whatever the loader can get is all they worry about. Loose trash set out is always left a mess.
- Residential and city roads and curbs need to be replaced, including widening for parking on double lane access roads, such as Fenkle and Evergreen. Roads with gaping potholes need to be repaved, not just patched. Salt and the snow plows without guards compound the situation. We need to do something different. Lights need to be timed a lot better to increase traffic flow. Signs are missing and there are many unmarked intersections. The community would be willing to help I'm sure, if assistance was provided. Buses need to be more dependable and the times clearly marked, such as at fifteen minute intervals. Maybe a metro, or a better system, should be considered to link the suburbs to the City. We need more trashcans everywhere. Parks need better grass upkeep. We don't need more traffic tickets, we need better police training. Belle Isle has a rare animal on it found nowhere else in the world. Belle Isle should be declared a National Preserve. Throwing money at problems won't help. Money is already wasted and I'm sure misappropriated or stolen via incompetent contractors. My answer is competition and community awareness. Detroit has much potential, but the problems I assure you, are very deep and will not be easily solved. Problem solving can and must take the social and cultural needs of the community into consideration.
- We need to have bulk pickup twice a month and let people know to put out their trash the night before. Also, garbage pickup should be twice a week, especially in the summer months. It also would be good to have our side streets plowed in winter.
- The City needs to address the vacant cars on the streets, the rats and dogs running loose in the neighborhood, teenagers hanging out all hours of the night, kids not attending school, and the loud music.
- The street cleaner should come around more than it does. I have been here for one and one-half years and the street cleaners have been around three times. Plus, the bulk garbage should be picked up more than once a month. There should be more lighting in the neighborhood. Why don't you let the three sweepers that do the streets line-up one behind the other and assign them to a section and do the streets once a week.
- My street is constantly being patched on top of patching. It looks horrible and feels uncomfortable to ride on (Renfrew Road from Seven Mile to Pembroke). However, the others services I use are fine.
- I don't mean to be so negative about so many areas but your descriptive words didn't fit some situations. Overall, I generally feel safe but I'm always looking over my shoulder. City services vary from area to area with some better and some worse. Problems include vacant buildings, poor roads, unmowed vacant lots, poor bus service, trash/litter on streets, poor lighting, and safety because I have been a victim of crime (e.g., theft) 8 to 10 times. Fire trucks respond quickly to my home but I hear about poor equipment and response in other areas of the City. In terms of police response, it appears that because they're short staffed they have to make decisions about what to respond to, which doesn't always coincide with my concerns or those of the public on a whole.

- Bulk trash pickup in my area would be wonderful, but it's supposed to be on the last Friday of the month. The vehicles sometimes arrive a day early and people don't get their things picked up. Also, the residents could make an effort to not put things out the days immediately after pickups, creating eyesores and trashy images of our neighborhoods. Thank you for including me in your survey.
- It takes too long to get rid of boarded-up and dilapidated houses. Stolen and abandoned cars are prevalent on the streets. Cars race down Pembroke Street day and night. There is no monitoring of the streets when students are on their way home from Beaubien or Pasteur Schools. There is no salt put on Pembroke during the winter. The traffic light is often out at Pembroke and Livernois. My street needs a reapplication of asphalt.
- My deepest concern is the number of abandoned houses in Detroit, which can be havens for drug addicts and child predators. Also, this City should have a better transit system. More citizens would use it, if the waiting time between buses was shortened.
- The trees need to be trimmed on a regular basis. The low branches provide a place for people to hide in the shadows. The streets need to be cleaned on a regular basis. I've been in this home for two years and I've seen the street cleaned twice. Once a year is not enough. We need concerned leaders at City Hall in charge of City services.
- Streetlights on Jefferson Avenue remain knocked down or out for six months or more. There is garbage and litter in all vacant lots along East Jefferson and Alter Roads. Downtown area parks remain unkempt with weeds instead of flowers. Old buildings on Belle Isle should be repaired or torn down. Thank you for sending me this survey.
- Improve rubbish pickup. At times rubbish sits for days and days awaiting pickup. The area is badly littered at times.
- The City has too many vacant and burnt houses.
- I note the following City problems: 1) Public lavatory services are very, very bad. 2) There are no shelters at bus stops which is very bad. 3) Bus transportation is very bad. 4) There is a lack of a shopping mall in the City of Detroit. 5) There are potholes everywhere. 6) Odors and overall cleanliness are horrible. 7) There is price gouging with gas, lights, water, and food.
- Our neighborhood lacks monitoring of bulk garbage. I am distressed that my neighbors can put out bulk garbage weeks before pickup time, and never get ticketed. All mattresses, televisions, etc. are an eyesore and I know it doesn't happen in the more affluent neighborhoods. Our streetlighting is not adequate.
- I have the following complaints. There are cars left in front and back yards. Some back yards look like woods because the occupants don't cut the weeds or grass. Stripped cars in alleys and cars with towing tags are allowed to be put in yards and left there for years.
- We are in a forgotten area of the City. Drugs are rampant. There are a lot of abandoned houses. Trash is left out from one big pickup to the other. There are cars in all the vacant lots and homeless people are sleeping in some of the cars. There are muggings galore and nothing is done when it snows this side of I-75 and John R.